

Frequently Asked Questions: Transition to Express Scripts Name

1. What changes will members see?

Only the name will change. The Express Scripts name and brand will begin appearing on most member communications starting September 1. Some communications, explained below, may still reference Medco along with Express Scripts until our name transition is complete. Below is a list of some common touch points impacted:

- Consumer website. While branding will change to Express Scripts, the URL address will remain the same. If you have a link to our website from your intranet or another site, you do not need to change it.
- Communication pieces such as Explanation of Benefits (EOBs) or those that encourage the use of preferred medications such as generics will reference Express Scripts.
- Customer service representative greetings will include this transitional messaging: Medco is now a part of the Express Scripts family of pharmacies.
- Literature packets and communications associated with prescriptions ordered through the mail will continue to show both company names.
- Communications to members enrolled in Medicare Part D and/or consumer directed health programs will reference Express Scripts.

2. What is remaining the same?

Certain existing communications or organization names will not change on September 1, but are likely to change over time.

- References to the Accredo Specialty Pharmacy
- References to the Medco Pharmacy™. Member touch points—such as the consumer website, literature packages included with filled prescriptions, e-mail communications regarding refills, etc., will continue to refer to the Medco Pharmacy. Due to regulations, the Medco Pharmacy® name will remain for now, but will change over time.
- We will not be reissuing ID cards to existing Medco cardholders.

3. Will members see any references to Medco?

Member touch points—such as the consumer website, literature packages included with filled prescriptions, e-mail communications regarding refills, etc., will continue to refer to the Medco Pharmacy along with the Express Scripts name. Due to regulations, the Medco Pharmacy® name will remain for now, but will change over time. How your members order prescriptions or contact the Medco Pharmacy remains the same.

4. When will messaging about brand change be visible to members? How are we handling clients that have customized websites and messaging?

Transitional messaging will be added to medco.com and express-scripts.com in early July to inform members of the name change that will begin on September 1. While branding will change to Express Scripts, the URL address will remain the same. Members will continue to refill prescriptions as they

normally would by using their current prescription drug ID card, refill order forms, website, or the toll-free member services telephone number on their ID card.

If you have a link to our website from your intranet or another site, including sites with single sign on, you do not need to change the link at this time. The URL address will remain the same. However, your account team may provide sample language to add and begin referencing that the Medco name is changing to Express Scripts

If you have a custom site managed by legacy Medco that features your organization's logo, we will not change your logo. We will update references to Medco where appropriate and we will include transitional messaging so that members understand the name change.

5. Should information in Summary Plan Descriptions (SPDs) change from Medco to Express Scripts?

The Express Scripts name should be used in summary plan descriptions (SPDs) going forward. Please begin using the Express Scripts name in place of Medco, except in instances where the Medco Pharmacy® or Accredo pharmacies may be referenced in documents. These organizational names will remain in place until the transition process is complete.

Suggested messaging is provided below and may be useful in updating SPDs.

Express Scripts and Medco Health Solutions, Inc. have come together as one company to manage your prescription benefit.

Medco is now a part of the Express Scripts family of pharmacies.

OR

The Medco Pharmacy is now a part of the Express Scripts family of pharmacies.

References to Medicare Part D programs:

For 2013, your plan name is changing from Medco Medicare Prescription Plan® (PDP) to Express Scripts Medicare™ (PDP).

References to member websites, your plan's toll free member services telephone number, and addresses for submitting paper claims remain the same.

6. Can we continue to use the current stock of communication material that includes the Medco logo?

Yes. Please continue to use current materials in stock until depletion. All new communications and materials should include the Express Scripts logo.

7. Will new member ID cards be re-issued with the Express Scripts name? Which logo and other information (BIN #, Phcy Svcs #) will be included on the ID cards?

No. Current Medco cardholders will not receive new ID cards from Express Scripts. The BIN number and Pharmacy Service numbers listed on current ID cards will NOT change. Members will continue to refill their prescriptions as they normally would by using their current prescription drug ID card, refill order forms, website, or the toll-free member services telephone number on their ID card.

8. Will members new to an existing plan receive Express Scripts branded Welcome Kits and ID cards after September 1? If so, is there an estimate on timing?

Members new to an existing plan will continue to receive a Medco branded welcome kit. We are not re-branding existing Welcome Kits and ID cards until a later date in 2013. This means you may keep your existing Welcome Kit and ID card as is until we complete our name transition.

Welcome kits distributed after September 1 will include transitional messaging about Express Scripts and Medco coming together as one company.

If you prefer to convert your existing Welcome Kit and ID card to Express Scripts name sooner, please contact your account team. We want to be sure that the name change to Express Scripts on Welcome Kits and cards do not cause additional disruption.

9. I represent a health plan and currently reference Medco in welcome kits and ID cards. What should I do with this material?

Clients that produce their own kits and ID cards are not required to re-brand these materials immediately. You may continue to use existing welcome kits and ID cards that reference Medco until supplies are depleted. We do encourage you to use the transitional messaging provided with these communications materials to make members aware of our name change.

If you prefer to convert your existing welcome kit and ID card to the Express Scripts name sooner and have questions, please contact your account team. We want to be sure that the name change to Express Scripts on Welcome Kits and ID cards do not cause additional disruption.

10. Will there be changes to communications that client retirees may receive?

Yes. All 2013 Plan Year member communications will be updated to reflect the Express Scripts Medicare brand. All member materials will be provided to clients in their template formats as part of the annual update process.

11. How are we working with Walgreens to ensure that members with an Express Scripts logo are not turned away?

For clients with Walgreens in their pharmacy network, we recognize plan members using an Express Scripts card at those pharmacies may cause confusion. To minimize this risk, we have contacted Walgreens to make them aware that members with a Medco card today (and an Express Scripts card in the future) still have access to their pharmacies and Walgreens should serve those members. We are also notifying Walgreens of new plans that include their chain in the plan's pharmacy network.

12. I represent a health plan. Should we begin updating all materials we have developed for plan members that are familiar with the Medco name?

Materials that Health Plans may create and currently brand with Medco may be moved to the Express Scripts brand as supplies are depleted or at your discretion. Your account team can provide client communication samples of transitional language as well as our Express Scripts logo.

13. Our plan has our own customer service line for plan members. What should we instruct our customer service representatives to tell members?

Your account team can provide a communications kit that includes scripting for your customer service representatives.